

Apprenticeship standard (England only)

## Travel Consultant




Industry: Travel and Tourism

City & Guilds code: 9056

LARS number: 120



A City & Guilds Group Business

-  **Minimum duration: 12-24 months**
-  **Funding band: 9 (£9,000)\***
-  **Level 3**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** Open for registrations

Travel consultants provide customer service that should be positive and exceed their client's expectations. They deliver a range of often complex travel arrangements, including accommodation bookings and ancillary services to ensure the traveller benefits from the journey and time spent at the destination. Travel consultants specialise in corporate or leisure travel though share the same essential knowledge, skills and behaviours.

The Department for Business, Energy and Industrial Strategy (BEIS) approved the new standard in December 2014. It replaces the Advanced Level Apprenticeship in Travel Services under Specification of Apprenticeship Standards for England (SASE) framework.

### City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



#### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



#### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



#### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



#### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

### The apprentice journey



#### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

### 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours. You can track and authorise the 20% through our e-portfolio, Learning Assistant.

The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Learning, development and on-programme assessment is flexible and the process is not prescribed. The recommended baseline expectation to achieve full competence in line with the standard is:

The phase is managed by the employer, usually with an education or training provider. The process is flexible though baseline expectations are:

- at least every two months, the apprentice meets with the on-programme assessor to review and record their progress. Once the apprentice is deemed competent the relevant sections of the standard should be signed off by the employer, with the support of those involved in the learning and development EPA.
- at least six meetings and completed records over a minimum of 12 months to show ongoing competence across the entire standard before EPA.

### Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which gives you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content. We also have:



#### Learning Assistant (e-portfolio)

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidence 20% off-the-job learning.



#### Guidance documents

- Qualification handbook.
- Sample assessments.

### Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



### 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



### 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



### 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

The employer must be confident that the apprentice has reached full competence and developed the knowledge, skills and behaviours defined in the standard – and these are clearly evidenced by the on-programme progression meetings and records. Once the employer (supported by the on-programme assessor) is satisfied that the apprentice has achieved full competence they then have to meet with the independent end-point assessor, who must be supplied with the completed records at least one-week beforehand. The apprentice brings their 'my journey' log to this meeting. The independent end-point assessor agrees a plan and schedule for each assessment activity with the apprentice and employer representative so all components can be completed within a three-month EPA window.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

End-point assessment (EPA) is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor. Assessment events for this standard are:



### Synoptic knowledge test

Two-hour multiple-choice test online.



### Meeting

One- to two-hour structured meeting led by the independent end-point assessor, involving the apprentice and employer (e.g. line manager), referencing the apprentice's 'my journey' log.

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

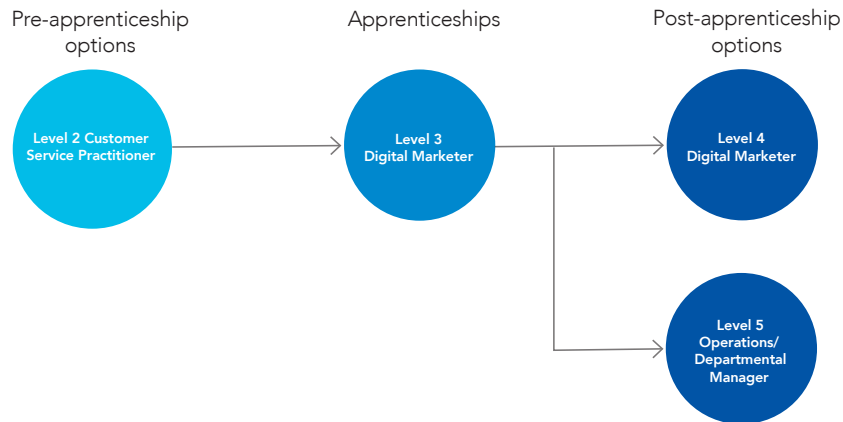


## 4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

Develop new and existing talent at all levels with ILM management apprenticeships including: Team Leader/Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7. Find out more at [i-l-m.com/apprentice](http://i-l-m.com/apprentice)



Developed to meet the needs of employers and designed with input from an employer group including: BCD Travel, Hillgate Travel, Capita Travel and Events, Giles Travel, The Co-operative Travel, Horncastle Executive Travel Ltd, Thomas Cook, TUI, Eurocamps, PGL, SPA, Guild of Travel Management Companies (GTMC), and Association of British Travel Agents (ABTA).

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](http://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](http://i-l-m.com/apprentice) for information on management apprenticeships.